



79184

Art/2154  
PATENT 61

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh

Art Unit: 2154

Serial No.: 09/637,969

Filed: August 11, 2000

For: METHOD AND APPARATUS  
FOR ALLOCATING RESOURCES  
OF A CONTACT CENTER

Examiner: El Hady, N.

Attorney  
Docket No.: 79184

RECEIVED

JUL 09 2004

Technology Center 2100

Entered  
RCE 7/12/04  
Brunner  
8/3/04

AMENDMENT B

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Office Action of April 2, 2004,  
please amend the above-identified application as follows: